



March 24, 2020

Dear Students, Faculty and Staff,

I would like to thank everyone for the precautions they've been taking during this troubling time and the patience exhibited as we formalize an appropriate strategy in response to COVID-19.

As indicated on the previous update, remote support services will be available while faculty and departments are on telework status. The below support services are available beginning Tuesday, March 24, 2020.

- 1. Zoom Meetings.** The IT department will be available to set up a Zoom account. Please submit an IT ticket requesting services. On the ticket provide your availability and how to make contact with you. To start scheduling your classes, please refer your attention to the online how-to guides from both ZOOM and Navajotech IT. These resources will be linked on the NTU webpage at www.navajotech.edu/online-continuity-planning. IT will also post additional tutorial videos involving NTU's various web-based services, such as Hangouts, MyNTU, IT Help Desk ticketing, and Moodle to coordinate a meeting on your own.
- 2. Access to Campus.** While we appreciate your adherence to the guidelines to remain at home, we also recognize that many department supervisors need to meet with their teams to discuss last minute details and to pick up the equipment and documents necessary for them to conduct the telework. Although the campus is closed to the public, NTU employees and students may access the campus if they have a current NTU identification card.
- 3. NTU Crownpoint and Chinle Internet Hot Spots.** Hot Spot service areas will be located in two sites as described below. Hot Spot service is to be used only by NTU faculty and students needing to access the Internet for educational purposes. Security will be on-site to review valid NTU IDs and a rotating staff will monitor the site. Hot Spot users are to

remain in their vehicles while using the hot spot service. This is to adhere to the 10 people or less requirement of the Navajo Nation and National orders.

Crownpoint Hot Spots are being planned to cover the parking lot to the north of the Student Union building, between NTU Central and the Cafeteria, and between the Library and the Science and Technology building.

Chinle Hot Spot will be at the parking lot of the 6,000 square foot building.

4. Telephone Transfers. If you are a staff or faculty member, the IT Department can assist in transferring your work phone number to a designated number while you work from home. This will allow students and outside organizations to communicate with you while you work offsite. Telework is a viable option in maintaining communication with students given many don't have access to the Internet from home. The phone system can also be made available on your computer by downloading Mitel Connect. Internet connectivity is required using Mitel Connect. A tutorial video on Mitel Connect will be made available on NTU's website.

5. Jenzebar Access. If you are a staff member that needs to access Jenzebar while working from home, inform your supervisor on the availability of Internet at your residence. All IT Web services, including Jenzabar, requires broadband Internet. Thereafter, IT can assist in installing remote accessibility software to your laptop or desktop in order to access the software platform. Given the vulnerability of student data, extra precautions will be taken on who is granted access in order to minimize breaches into our data system. IT is working diligently to create multiple platforms of access to Jenzabar. We will complete the local Virtual Private Network (VPN) build and complete the Remote Web access to Jenzabar updates to help move this access forward.

6. Online Tutoring. Students taking online courses at NTU have access to the online tutoring module, NetTutor. NetTutor is the only online tutoring service that allows each institution to customize every aspect of the service their students receive. We will be working with the platform to ensure students receive tutoring that is consistent with the support they would receive on campus.

7. Online Chat Box. NTU recently enacted a 24-hour online chat box on our website known as Tawk.to that allows visitors to ask questions in real time. Key personnel will be granted access to the service in order to help assist with inquiries related to the closure, including Advisors, Financial Aid, Financial Services, and Communications.

8. Online Library Services. Students, faculty members, and staff have access to online databases through NTU's library. The EBSCO Discovery Service allows personnel to search articles, books, and journals among other resources to help with research and instruction. Tutorial videos will be produced and housed on NTU's website detailing how to access our online library services.

9. **Data Submission Virtual Office.** It is important to stay up-to-date on institutional reporting and timely submissions to remain in compliance with various granting agencies. March and April will require reports from HLC, the Navajo Nation's 2nd quarter report, IPEDS spring collection, the American Culinary Federation's yearly report, ACT institutional data, spring course evaluations, and the AIHEC interim report. NTU's Office of Institutional Data & Reporting has established a virtual office utilizing Gmail, Google Drive, Google Hangout, and Google Hangout.

10. **Midterm Grade Submission.** Faculty can submit their midterm grades by email to the Registrar, Nathalie Archie, at n.archie@navajotech.edu. Summer pre-registration will be postponed to April 27, 2020.

11. **Summer and Fall Registration.** Summer pre-registration will be postponed to April 27, 2020. Fall pre-registration will start on April 27, 2020 as scheduled. The Admissions Office can be reached by contacting Geraldine Slim at gslim@navajotech.edu.

While these are the services currently in place, we are working diligently at increasing our support in collaboration with the Navajo Nation and national agencies. We made a request to President Jonathan Nez to talk with service providers to help students access the Internet and a separate request was submitted to the National Science Foundation for emergency funds. The NSF funds will contribute to purchasing hot spots and laptops, as well as, expanding our broadband bandwidth. More information will be provided as we progress in our discussions with President Nez and the NSF.

Again, I encourage you to please remain calm, take care of yourselves and families, and wash your hands.

Sincerely,



Dr. Elmer J. Guy.

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